

Principles of ABBYY SDK subscriptions



UA (Upgrade Assurance) – subscription that ensures access to the latest ABBYY technologies.

UA service provides with free software updates and software upgrades. Developers purchasing UA have access to new releases of the current version of ABBYY Technology, which can include improvements, new features, bug fixes, updated documentation, etc. Also developers get new product version changes, which capitalize on brand new version of ABBYY Technology.

ABBYY FineReader Engine 10 there were 7 Releases during more than 2 years

For ABBYY FineReader Engine 11 already provided 6 Releases for almost 2 years

The comparison for ABBYY FlexiCapture Engine of last 4 versions can be found here:

https://abbyy.technology/en:comparisons:flexicapture_engine_comp_v8-v9-v10-v11

SM (Software Maintenance) – subscription that provides client with basic technical support – reaction for request within 1 business day.

In case of not prepaid SM and after 30 days of purchase: the reaction for request is within 15 business days.

SM includes

- basic explanation of SDK features
- answers to the questions about: installation, activation, usage of ABBYY SDK
- ABBYY SDK support, based on the client application frameworks
- license reactivation in case of server crash, software framework fail etc. or license shift
- basic technical support upon the requests with the problems

SMUA = SM (Software Maintenance) + UA (Upgrade Assurance)

ABBYY SDK Developer License SM/UA/SMUA subscription is provided for all cases, connected with ABBYY SDK Developer License usage, which serial number is observed in the request

ABBYY SDK Runtime License SM/UA/SMUA subscription is provided for all cases, connected with ABBYY SDK Runtime License usage, which serial number is observed in the logs provided with the request

Professional Services (PS) – additional paid service in to cases:

- service according to the preliminary agreed technical requirements and budget
- service measurement by the time of ABBYY's technical experts

ABBYY subscription details

ABBYY subscription	SMUA valid	Only SM valid	Only UA valid	Without prepaid SM/UA/SMUA
Informing about new realizes (about each quarter)	+	+	+	+
Informing about launching the new versions (about each 2-3 years)	+	+	+	+
Providing the access of new realizes	+	-*	+	-*
Providing the access of new versions	+	-	+	-
Webinars about new features of realizes/versions and applied scenarios	+	-*	+	-*
Preparing pilot project using the new features or new scenario (once per year)	+	+	-	-
Explanation of SDK features, answers to the questions about: installation, activation, usage, etc.	+	+	-**	-**
SDK development support (repeated on the License with SMUA/SM subscription)	+	+	-**	-**
License reactivation in case of server crash, software framework fail etc. or license shift to another station	+	+	-**	-**
Technical problem on the end-user side that cannot be repeated on the developer machine***	+	+	-	-
Framework shift support in case of SDK version upgrade	+	+	-	-
Terms of reaction of ABBYY support for SM requests	1 business day	1 business day	during 15 business days	during 15 business days

* Available upon reasonable request

** SM subscriptions is valid for first 30 days from the date of purchase the serial number (Developer License or Runtime License) and trial period

*** Technical problem on the end-user side that cannot be repeated on the developer machine: ABBYY set up only recommendations

ABBYY subscription details

ABBYY subscriptions	Subscription ¹ Annual Price	Standard ² Price for one year
ABBYY Upgrade Assurance (UA)	20% of License price	Upgrade Pricing ³
ABBYY Software Maintenance (SM)	20% of License price	50% of License price
ABBYY Software Maintenance and Upgrade Assurance (SMUA)	30% of License price	On request

¹**Subscription** – type of prepaid subscription without gaps in the payment period.

Client pays the subscriptions each fixed date annually. Client agrees to pay the subscriptions each year until it is demanded. If the term of payment was missed or client refused the subscriptions, the subscription can be renewed by paying a missed period.

²**Standard** – In case of payment the subscription for the certain period, gaps can be in a period. The subscription is available upon request and the UA pricing is agreed upon additional discussion.

Client pays the subscriptions for one year from certain date. No need to renew the missed period.

³**Upgrade** pricing is according to the price list or by request.



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